From: Stephen Best
To: Flock Safety Support
Cc: brendon.norton@flocksafety.com; libby.landers@flocksafety.com; Daniel Cohen; jake.sherman@flocksafety.com; Michael Balcorta; Stephen Best
Subject: RE: UPDATE RE: Search results downloads still not working
Date: Friday, February 23, 2024 8:25:17 AM

Thank you.

Corporal Stephen L. Best
Santa Maria Police Department
1111 W. Betteravia Rd., Santa Maria, CA 93455
(805)928-3781 X2491
FAX 805-349-9239
sbest@ci.santa-maria.ca.us
sbest@cityofsantamaria.org

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From: Flock Safety Support <support@flocksafety.com>
Sent: Friday, February 23, 2024 8:22 AM
To: Stephen Best <sbest@cityofsantamaria.org>
Cc: brendon.norton@flocksafety.com; libby.landers@flocksafety.com; Daniel Cohen <dcohen@cityofsantamaria.org>; Stephen Best <sbest@cityofsantamaria.org>; jake.sherman@flocksafety.com; Michael Balcorta <mbalcorta@cityofsantamaria.org>
Subject: RE: UPDATE RE: Search results downloads still not working

*** EXTERNAL EMAIL: Please use caution when opening links or attachments.***

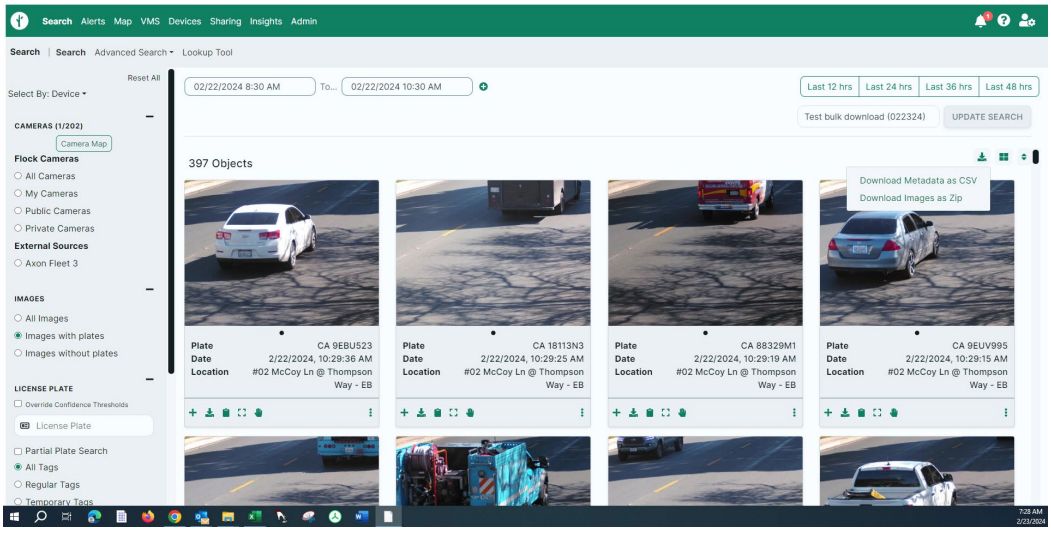
Thank you for running that test for me, I will be in touch with our engineering team and will circle back with you as soon as I can.

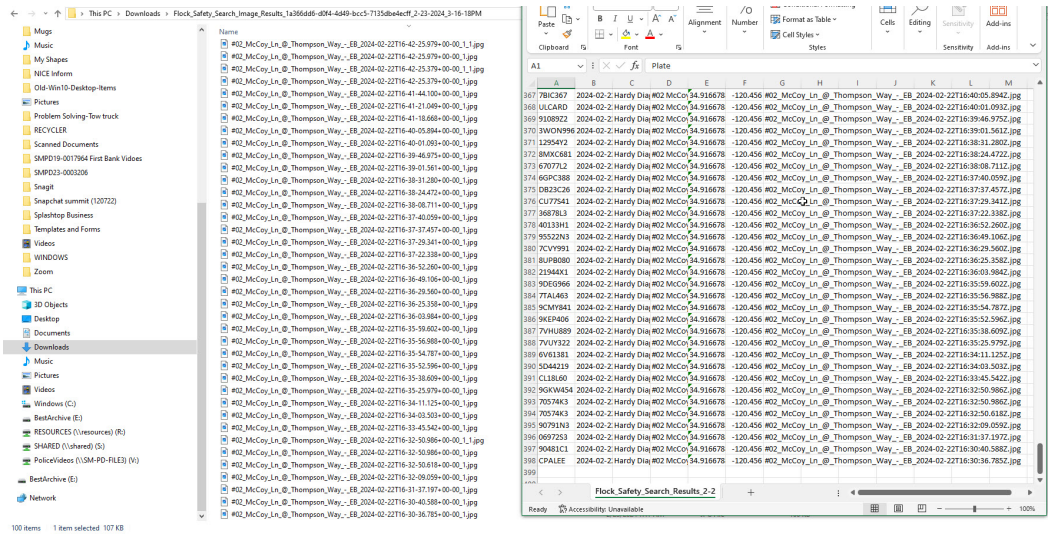
Stay safe,
Chris

---------- Original Message ----------
From: Stephen Best [sbest@cityofsantamaria.org]
Sent: 2/23/2024, 10:36 AM
To: support@flocksafety.com
Cc: libby.landers@flocksafety.com; dcohen@cityofsantamaria.org; sbest@cityofsantamaria.org; jake.sherman@flocksafety.com; mbalcorta@cityofsantamaria.org; brendon.norton@flocksafety.com
Subject: UPDATE RE: Search results downloads still not working

Flock Safety,
I ran the exact same search again (Cam #02 McCoy Ln @ Tompson Way -EB, Images w/plates, all tags for 2/22 0830-1030).
This time Flock returned 397 objects.
I used the slider bar on the right to repeatedly refresh until all images were populated.
I downloaded the CSV which had 397 entries (Good!)
I downloaded the "images as zip", only 100 images (NOT Good)
Looking at the unzipped images it appears to have only downloaded the images from 0830-0855 Hrs (1630-1655 Hrs UTC)

So, it still is not fixed.





Thank you

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From: Stephen Best <sbest@cityofsantamaria.org>
Sent: Friday, February 23, 2024 6:49 AM
To: Flock Safety Support <support@flocksafety.com>
Cc: brendon.norton@flocksafety.com; libby.landers@flocksafety.com; Daniel Cohen <dcohen@cityofsantamaria.org>; jake.sherman@flocksafety.com; Michael Balcorta <mbalcorta@cityofsantamaria.org>; Stephen Best <sbest@cityofsantamaria.org>
Subject: RE: Search results downloads still not working

Flock Safety,
I will test out the download again, however, the most recent problem wasn't with the CSV download, it was with the "download images as zip" as I mentioned in my original email:
"I downloaded the CSV and it appears to have worked (386 entries in the spreadsheet)
I downloaded the "images as a zip".....and it failed miserably. Only 28 images. "
I will test it out and let you know what my results are.
Thank you.

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From: Flock Safety Support <support@flocksafety.com>
Sent: Friday, February 23, 2024 5:28 AM
To: Stephen Best <sbest@cityofsantamaria.org>
Cc: brendon.norton@flocksafety.com; libby.landers@flocksafety.com; Daniel Cohen <dcohen@cityofsantamaria.org>; Stephen Best <sbest@cityofsantamaria.org>; jake.sherman@flocksafety.com; Michael Balcorta <mbalcorta@cityofsantamaria.org>
Subject: RE: Search results downloads still not working

*** EXTERNAL EMAIL: Please use caution when opening links or attachments.***

Good morning,

Our engineering team has made some adjustments to the CSV files and they should be downloading consistently with your search results now. Would you be able to to a test run for me and let me know if there are any inconsistencies with the CSV file?

Stay safe,
Chris

---------- Original Message ----------
From: Stephen Best [sbest@cityofsantamaria.org]
Sent: 2/22/2024, 2:30 PM
To: support@flocksafety.com
Cc: libby.landers@flocksafety.com; dcohen@cityofsantamaria.org; sbest@cityofsantamaria.org; jake.sherman@flocksafety.com; mbalcorta@cityofsantamaria.org; brendon.norton@flocksafety.com
Subject: RE: Search results downloads still not working

Thank you.

Corporal Stephen L. Best
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From: Flock Safety Support <support@flocksafety.com>
Sent: Thursday, February 22, 2024 11:13 AM
To: Stephen Best <sbest@cityofsantamaria.org>
Cc: brendon.norton@flocksafety.com; libby.landers@flocksafety.com; Daniel Cohen <dcohen@cityofsantamaria.org>; Stephen Best <sbest@cityofsantamaria.org>; jake.sherman@flocksafety.com; Michael Balcorta <mbalcorta@cityofsantamaria.org>
Subject: RE: Search results downloads still not working

*** EXTERNAL EMAIL: Please use caution when opening links or attachments.***

Hi there,

Thank you for letting us know. There were some modifications to the download zip file that were recently implemented. I will take this information and reach out to our engineering team to get some answers and a resolution for you.

If I have any follow-up questions or once I get a resolution, I will be in touch.

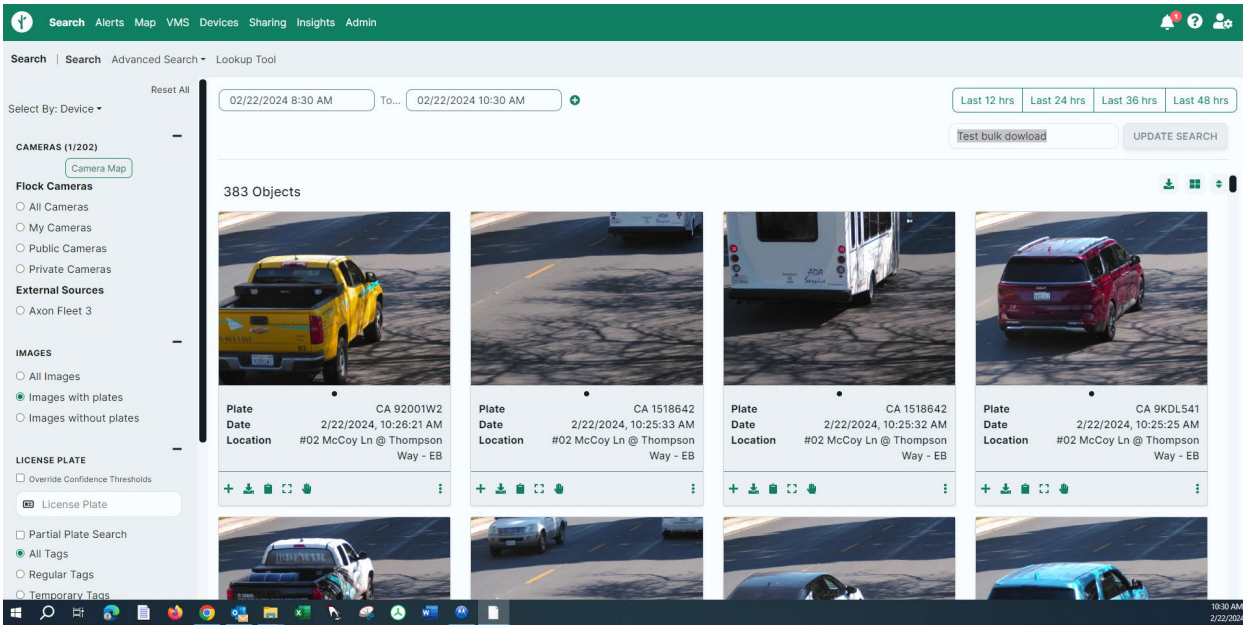
Thank you again for bringing this to our attention and we will get a resolution as soon as we can.

Stay safe,
Chris

---------- Original Message ----------
From: Stephen Best [sbest@cityofsantamaria.org]
Sent: 2/22/2024, 1:52 PM
To: libby.landers@flocksafety.com; support@flocksafety.com; jake.sherman@flocksafety.com; brendon.norton@flocksafety.com
Cc: dcohen@cityofsantamaria.org; sbest@cityofsantamaria.org; mbalcorta@cityofsantamaria.org
Subject: Search results downloads still not working

Flock Support,
Back in December 2023, Flocks Chris Howell was live viewing my screen while I demonstrated the issue I was having with the CSV and zip downloads of search results not working the way they are supposed to.
Today a detective was asking for search results from a kidnapping investigation to be downloaded for later reference. The “download images as zip” still is not working.

I ran a test to confirm this. My search had 383 objects.
I repeatedly used the slider bar on the right to finally get all the images to populate.
I downloaded the CSV and it appears to have worked (386 entries in the spreadsheet)
I downloaded the “images as a zip”…..and it failed miserably. Only 28 images.



FYI

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thread::f3rB15fWKCW3p_0o5MuFbw4::

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